



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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J. TYLER McCAULEY
AUDITOR-CONTROLLER

WENDY L. WATANABE
CHIEF DEPUTY

November 27, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley *tm*
Auditor-Controller

SUBJECT: **BIENVENIDOS CHILDREN'S CENTER, INC. CONTRACT
COMPLIANCE REVIEW – WRAPAROUND PROGRAM AND MENTAL
HEALTH SERVICES**

We completed a fiscal and program review of Bienvenidos Children's Center, Inc. (Bienvenidos or Agency) to determine the Agency's compliance with two separate County contracts. The Agency contracts with the Department of Children and Family Services (DCFS) to operate the Wraparound Program and the Department of Mental Health (DMH) to provide mental health services.

Background

Bienvenidos is a private non-profit community-based organization. DCFS pays Bienvenidos for the Wraparound Program on a fee-for-service basis \$4,184 per child, per month. The Wraparound Program is a family-centered and needs-driven program providing individualized services to children and their families such as, therapy, housing, educational and social assistance. The target population for the Wraparound Program includes children who are currently or at risk of being placed in a Rate Classification Level 12 to 14 group homes, Metropolitan State hospital, etc. Bienvenidos' contract with DCFS was for approximately \$185,000 for Fiscal Year 2006-07.

DMH also contracts with the Agency to provide mental health services to clients in Service Planning Areas 3 and 7. DMH pays Bienvenidos between \$1.75 and \$3.25 per

"To Enrich Lives Through Effective and Caring Service"

minute of staff time (\$105.00 to \$195.00 per hour) for services. Services include assessing the clients' mental health needs and developing and implementing a treatment plan. Bienvenidos' contract with DMH was for approximately \$3.1 million for Fiscal Year 2006-07. The Agency's headquarters is located in the Fifth District.

Purpose/Methodology

The purpose of the fiscal review of the Wraparound Program was to determine whether Bienvenidos appropriately accounted for and spent Wraparound funds in providing services to children and their families. We evaluated the adequacy of the Agency's accounting records, internal controls and compliance with federal, State and County guidelines.

The purpose of the program review of the mental health program services was to determine the appropriateness of the services provided based on available documentation supporting the DMH program services. This included a review of a selected sample of DMH billings, participant charts and personnel and payroll records. We also interviewed Agency staff and a selected number of clients' parents and guardians.

Results of Review

DCFS Wraparound program - Fiscal Review

Bienvenidos maintained adequate controls to ensure that Wraparound Program revenue was properly recorded and deposited in a timely manner. However, Bienvenidos allocated \$7,403 in shared costs based on the number of budgeted employees instead of the actual number of employees working for the Wraparound Program. Bienvenidos also charged \$1,375 in program expenditures without adequate supporting documentation.

In addition, Bienvenidos needs to improve its internal controls over expenditure approvals and documentation and fixed assets and equipment inventories. Bienvenidos also needs to require employees to record actual hours worked on the timecards and supervisors to approve the timecards.

DMH Program Review

Bienvenidos provided the program services outlined in their County contract. The Agency completed the Client Care Plans, Assessments and Progress Notes in accordance with program requirements and the staff possessed the required qualifications to provide services. The participants interviewed also stated that the services they received met their expectations. However, the staff time reported did not support the time billed to DMH for 10 of the 15 timecards reviewed. Agency

management indicated that the discrepancy existed because the salaried staff did not always report the actual hours worked on their timecards as required.

In addition, the Agency did not provide Day Rehabilitation Services and did not obtain prior written authorization from DMH of service level changes as required by the contract. DMH management indicated that they were aware that the Agency would not provide Day Rehabilitation Services and agreed to allow the Agency to bill for other services. Subsequent to the completion of our fieldwork, the contract was amended to exclude Day Rehabilitation Services.

We have attached the details of our reviews along with recommendations for corrective action (Attachments I and III).

Review of Report

We discussed the results of our review with Bienvenidos on June 19, 2007 and on September 5, 2007. In their attached responses for the two reports (Attachment II and IV), the Agency described the corrective actions taken to address the recommendations in our reports.

We thank Bienvenidos management for their cooperation and assistance during this review. Please call me if you have any questions or your staff may contact Don Chadwick at (626) 293-1102.

JTM:MMO:DC

Attachment

c: William T Fujioka, Chief Executive Officer
Dr. Marvin J. Southard, Director, Department of Mental Health
Patricia S. Ploehn, Director, Department of Children and Family Services
Susan Kerr, Chief Deputy Director, Department of Children and Family Services
Janet Schulman, President & CEO, Bienvenidos Children's Center, Inc.
Public Information Office
Audit Committee

**WRAPAROUND APPROACH SERVICES
BIENVENIDOS CHILDREN'S CENTER, INC.
FISCAL YEAR 2006-07**

CASH/REVENUE

Objective

Determine whether cash receipts and revenues are properly recorded in Bienvenidos' financial records and deposited timely in the Agency's bank account. In addition, determine whether the Agency maintained adequate controls over cash, petty cash and other liquid assets.

Verification

We interviewed Agency personnel and reviewed financial records. We also reviewed the Agency's bank reconciliation for April 2007.

Results

Bienvenidos maintained adequate controls to ensure that revenue was properly recorded and deposited in a timely manner. However, the bank reconciliations were not signed and dated by the preparer and reviewer.

Recommendation

1. Bienvenidos management ensure that bank reconciliations are signed and dated by both preparer and reviewer.

EXPENDITURES/PROCUREMENT

Objective

Determine whether program related expenditures are allowable under the County contract, properly documented and accurately billed.

Verification

We interviewed Agency personnel, reviewed financial records and reviewed documentation for 31 non-payroll expenditure transactions billed by the Agency from July 2006 through April 2007, totaling \$17,460.

Results

Bienvenidos expensed \$9,069 in program funds for transactions that are not allowed under the County contract. Specifically, Bienvenidos:

- Allocated \$7,403 in expenditures to the Wraparound Program based on the budgeted number of employees instead of the actual number of employees working on the Wraparound Program. The County contract does not allow Agencies to allocate shared costs based on estimates.
- Did not maintain documentation to support expenditures totaling \$1,375.
- Charged \$291 in depreciation and cellular phone costs that were not related to the Wraparound Program.

Recommendations

Bienvenidos management:

- 2. Repay DCFS \$9,069.**
- 3. Ensure the Wraparound funds are solely used for the program.**
- 4. Maintain adequate supporting documentation for actual expenditures charged to the Wraparound Program.**

INTERNAL CONTROLS**Objective**

Determine whether the contractor maintained sufficient internal controls over its business operations.

Verification

We interviewed Agency personnel, reviewed the Agency's policies and procedures manuals and tested transactions in various non-cash areas such as expenditures, payroll and personnel.

Results

Bienvenidos did not maintain sufficient internal controls over its business operations. Specifically, Bienvenidos:

- Did not mark "paid" on the supporting documentation for 21 expenditures, totaling \$15,416.

- Issued payments for five expenditures totaling \$2,585 without obtaining management's approvals.
- Advanced Wraparound employees \$502 to purchase clothing and amusement park tickets for clients on May 7, 2007. However, as of June 30, 2007, the employees had not purchased the clothing or amusement park tickets.

Recommendations**Bienvenidos management:**

5. Ensure that all supporting documents are marked "paid" to prevent duplicate payments.
6. Ensure that expenditures are pre-approved by management.
7. Ensure that Wraparound employees spend advanced funds for their intended purpose in a timely manner and provide supporting documentation for their purchases.

FIXED ASSETS AND EQUIPMENT**Objective**

Determine whether Bienvenidos' fixed assets and equipment purchased with Wraparound funds are used for the Wraparound Program and that the assets are adequately safeguarded.

Verification

We interviewed Agency personnel and reviewed the Agency's fixed assets and equipments listing. In addition, we performed a physical inventory count and reviewed the usage of seven items purchased with Wraparound funds, totaling approximately \$6,000.

Results

Bienvenidos did not perform a physical inventory and did not tag the fixed assets and equipment.

Recommendations**Bienvenidos management:**

8. Perform an annual physical inventory.

9. Ensure that fixed assets and equipment are tagged.

PAYROLL AND PERSONNEL

Objective

Determine whether payroll expenditures are appropriately charged to the Wraparound Program. In addition, determine whether personnel files are maintained as required.

Verification

We reviewed the payroll expenditures for seven employees totaling \$11,466 for May 2007. We also reviewed the personnel files for the seven staff assigned to the Wraparound Program.

Results

Generally, Bienvenidos' payroll expenditures were appropriately charged to the Wraparound program. However, Bienvenidos did not always comply with the County contract requirements. Specifically:

- The timecard for one (14%) of the seven employees did not indicate the hours worked each day by program as required by the County contract.
- The timecards for two (29%) of the seven employees were not signed by their supervisor.
- The Agency's payroll register did not indicate eight hours of sick time taken by one (14%) of the seven employees.
- The personnel file for one (14%) of the seven employees did not contain a job description and salary confirmation as required by the County contract. Subsequent to our review, Bienvenidos provided the missing documents.

Recommendations

Bienvenidos management:

- 10. Ensure that employees' timecards indicate the total hours worked each day by program.**
- 11. Ensure that employees' timecards are reviewed and signed by their supervisors.**
- 12. Ensure that the required documents are maintained in the personnel files.**

COST ALLOCATION PLAN

Objective

Determine whether Bienvenidos' Cost Allocation Plan was prepared in compliance with the County contract and the Agency used the plan to appropriately allocate shared program expenditures.

Verification

We reviewed Bienvenidos' Cost Allocation Plan and general ledgers to identify indirect costs allocated to the Wraparound program.

Results

Bienvenidos' Cost Allocation Plan is prepared in compliance with the County contract. However, as previously mentioned in the expenditures section, the Agency allocated shared costs based on the number of budgeted employees instead of the actual number of employees.

Recommendation

- 13. Bienvenidos management ensure that indirect costs are allocated according to the Cost Allocation Plan and the County contract.**



Mr. J. Tyler McClauley
Auditor-Controller
County of Los Angeles
500 West Temple Street, Room 525
Los Angeles, CA 90012-2766

Reference: Bienvenidos Children's Center
Response to audit findings from the County of LA Auditor-Controller Office
Wraparound Approach Services Program 2007

1. CASH/REVENUE

RECOMMENDATION FROM DCFS AUDIT-CONTROLLER OFFICE

Bienvenidos Management ensures that bank reconciliations are signed and dated by both preparer and reviewer.

PLAN OF ACTION FROM BIENVENIDOS

The Accounting Manager prepares the bank reconciliations and the CFO reviews all of the agency bank accounts on a monthly basis and any necessary adjustments are made before the monthly financial statements are submitted to Senior Management and the Board of Directors. The Accounting Manager and the CFO will make sure they sign and date the reconciliations at the time they prepare and review them each month.

2. EXPENDITURES/PROCUREMENT

RESULTS/RECOMMENDATIONS

BCC allocated \$7,403 to wraparound program based on the budget number of employees instead of actual number of employees working for the Wraparound program. The County contract does not allow agencies to allocate shared costs based on estimated condition.

PLAN OF ACTION FROM BIENVENIDOS

BCC allocates its leased facility costs based on the Full Time Equivalents from each of the program budgets. The staff positions included in the budgets are positions required under each of the contracts. For example, if Program "A" has seven required positions (and thus seven cubicles/offices for those positions) with a total capacity (and requirement) of 21 employees in the facility, then BCC will allocate 33% of its facility costs (7/21) to Program "A". So, if one employee terminates under Program "A" (leaving 6 staff under Program A and 20 overall in the facility), BCC maintains its allocation of 33% based on the fact that the "vacant office" remains open for the Program A position and the fact that the number of clients served is not reduced in the absence of that position. This is based on the fact that it is a temporary opening and the amount of work and services remains the same. BCC accepts the County's position and will convert to an allocation based on square footage as it already does with the facility it owns. BCC will re-class the \$7,403 disallowable cost from the Wraparound cost center to the administrative cost center. The general ledger report reflecting this re-class will be submitted to the County by Oct 5th as evidence of the adjustment

RESULTS/RECOMMENDATIONS

BCC did not maintain documentation to support expenditures totaling \$1,375 that were charged to the wraparound program.

PLAN OF ACTION FROM BIENVENIDOS

BCC is unable to provide the back up support documentation for this cost and will therefore re-class this cost out of the Wraparound cost center to the administrative cost center. The general ledger report reflecting this re-class will be submitted to the County as evidence of the adjustment will be submitted to the County.

RESULTS/RECOMMENDATIONS

BCC charged \$291 in depreciation and cellular phone costs that were not related to the Wraparound Program.

PLAN OF ACTION FROM BIENVENIDOS

BCC agrees that furniture and fixture depreciation was inadvertently charged to the Wraparound cost center for the Team 3 location in Altadena. BCC also agrees that one month of cell phone service belonging to an employee working

Attachment
Page 3 of 5

under another grant was inadvertently charged to the Wraparound cost center. The general ledger report reflecting this re-class will be submitted to the County as evidence of the adjustment will be submitted to the County.

3. INTERNAL CONTROLS

RESULTS/RECOMMENDATIONS

BCC did not mark "paid" on the supporting documentation of 21 expenditures, totaling \$15,416.

PLAN OF ACTION FROM BIENVENIDOS

BCC consistently attaches/staples the check stub (with check #) to every invoice it pays and enters the invoice number into the Peach Tree software as a safeguard against entering it a second time, but has not "stamped" each invoice as paid. BCC added the procedure of stamping all invoices as paid with the date paid as soon as the matter was brought to our attention during the field work of your audit.

RESULTS/RECOMMENDATIONS

BCC issued payments for five expenditures totaling \$2,585 without obtaining the management's approvals.

PLAN OF ACTION FROM BIENVENIDOS

BCC has reminded all program managers and division directors to sign and date invoices before submitting to accounting. The Accounting Manager, Contracts Manager or CFO will also review invoices and sign and date as "approved" before accounts payable processes for payment. BCC recently implemented a new check request form that requires description of item, cost and signatures (see attached). BCC also designed and implemented a flex fund request form that requires management to sign and date before payment is processed by accounts payable (see attached).

RESULTS/RECOMMENDATIONS

BCC advanced wraparound employees \$502 to purchase clothing and amusement park tickets for clients on May 7, 2007. However, as of June 30, 2007, the employees had not purchased the clothing or amusement park tickets.

PLAN OF ACTION

Attachment
Page 4 of 5

The flex fund procedures will be revised to include language that requires the products or services to be delivered or rendered within a specific period of time.

4. PAYROLL AND PERSONNEL

RESULTS/RECOMMENDATIONS

- *The timecard for one (14%) of the seven employees did not indicate the hours worked each day by program as required by the COUNTY contract.*
- *The timecards for two (29%) of the seven employees were not signed by a supervisor.*
- *The agency's payroll register did not indicate eight hours of sick time taken by one (14%) of the seven employees.*
- *The personnel file for one (14%) of the seven employees did not contain job description and salary confirmation as required by the County contract. Subsequent to our review, Bienvenidos provided the missing documentation.*

PLAN OF ACTION

BCC is changing its payroll service to ADP as of November 2007. The new payroll service will include an electronic time and attendance system that requires the electronic signature of the employee and direct supervisor before the time sheets are submitted to BCC's payroll department for processing. The electronic time card must be complete in order for the employee to be paid. Vacation, sick time, etc...will be automatically transmitted to payroll and into the payroll register and labor distribution report. The ADP HR benefits software package will allow us to maintain proper files including job descriptions, salary and performance reviews.

5. FIXED ASSETS & EQUIPMENT

RESULTS/RECOMMENDATIONS

Perform an annual physical inventory and ensure that fixed assets and equipment are tagged.

PLAN OF ACTION

The agency developed and is implementing a contracts policy and procedure manual that requires all furniture, fixtures, computers, printers, etc...be tagged with the agency name, the governmental funding source, the name of the contract, the contract #, and the contract period. Although the policy was in place before the audit the procedures were not properly followed with the

Attachment
Page 5 of 5

Wraparound equipment purchases. The tags have since been placed on all items purchased with Wraparound funds. The agency has been short of the personnel needed to do proper inventory counts but will soon add a new accounting position and will then schedule an inventory count that will be conducted annually.

6. COST ALLOCATION PLAN

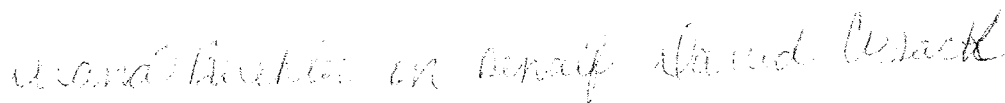
RESULTS/RECOMMENDATIONS

BCC management ensures that indirect costs are allocated according to the Cost Allocation Plan and the County contract.

PLAN OF ACTION

BCC allocates its administrative costs to each program using the simplified method under OMB circular 122. The admin allocation is based on the direct salaries divided into the total agency program salaries multiplied by the total agency administrative costs. BCC will adopt the square footage allocation for its leased properties to allocate the facility costs properly between programs (government contracts)

Sincerely,

A handwritten signature in dark ink, appearing to read "David M. Cusack". The signature is written in a cursive, slightly slanted style.

David M. Cusack
CFO

cc: Susan Kim
Elisette Munoz

**MENTAL HEALTH SERVICES
BIENVENIDOS CHILDREN'S CENTER, INC.
FISCAL YEAR 2006-07**

BILLED SERVICES

Objective

Determine whether Bienvenidos Children's Center, Inc. (Bienvenidos or Agency) provided the services billed in accordance with their contract with the Department of Mental Health (DMH).

Verification

We judgmentally selected 40 billings totaling 8,419 minutes from 221,832 service minutes of approved Medi-Cal billings for March and April 2007. We reviewed the Assessments, Client Care Plans and Progress Notes maintained in the clients' chart for the selected billings. The 8,419 minutes represent services provided to 20 program participants. In addition, we compared the staff daily billings to staff timecards in 15 instances where staff billed more than 13 hours in a day during the months of March and April 2007.

Results

Bienvenidos maintained Progress Notes to support the services billed to DMH. In addition, the Agency completed the Client Care Plans, Assessments and Progress Notes in accordance with program requirements. However, the staff time billed to DMH exceeded the time reported on the corresponding staffs' timecards by an average of three hours for ten (67%) of 15 daily billings sampled. Agency management explained that the discrepancy existed because exempt staff did not always report the actual hours worked on their timecards as required.

Recommendation

1. **Bienvenidos management ensure that staff accurately report the hours worked on their timecards.**

CLIENT VERIFICATION

Objective

Determine whether clients received the services that Bienvenidos billed DMH.

Verification

We interviewed eight participants that the Agency billed DMH for services during March and April 2007.

Results

The eight program participants interviewed stated that the services they received from the Agency met their expectations.

Recommendation

There are no recommendations for this section.

STAFFING LEVELS

Objective

Determine whether the Agency maintained the appropriate staffing ratios for applicable services.

We did not perform test work in this section as the Agency does not provide services that require staffing ratios for this particular funding program.

STAFF QUALIFICATIONS

Objective

Determine whether Bienvenidos treatment staff possessed the required qualifications to provide the services.

Verification

We reviewed the California Board of Behavioral Sciences' website and/or the personnel files for 17 (71%) of 24 treatment staff employed by the Agency during March and April 2007.

Results

Each employee in our sample possessed the qualifications required to deliver the services billed.

Recommendation

There are no recommendations for this section.

SERVICE LEVELS

Objective

Determine whether Bienvenidos' reported service levels varied significantly from the service levels identified in the DMH contract.

Verification

We obtained Fiscal Year (FY) 2005-06 Cost Report submitted to DMH by Bienvenidos and compared the units of service to the contracted units of service identified in the contract for the same period.

Results

Overall, Bienvenidos operated within its contracted amount of \$2.8 million for FY 2005-06. However, within specific service categories the Agency substantially deviated from contracted service levels without prior written authorization from DMH. Specifically, Bienvenidos contracted with DMH to provide 5,900 units of full-day Day Rehabilitation services but did not provide the services. In addition, the Agency increased Mental Health Services by 539,200 units (92%).

DMH management indicated that they were aware that the Agency would not provide Day Rehabilitation services and agreed to allow the Agency to bill for other services. However, neither party could provide documentation to support the agreement as required by the contract.

Recommendation

2. **Bienvenidos management obtain written authorization from DMH prior to deviating from contracted service levels.**



September 6, 2007

J. Tyler McCauley, Auditor-Controller
Kenneth Hahn Hall of Administration
500 W. Temple St. Rm #525
Los Angeles, CA, 90012-2706

**RE: Bienvenidos Children's Center, INC. Contract Compliance Review – DMH Mental Health
Provider**

Dear Mr. McCauley,

This is a formal response from the contract compliance review that took place on June 19th 2007. There were two sections that needed a corrective plan of action and mental health management has taken the appropriate steps to ensure that the Auditor-Controller recommendations have been addressed. The following sections needed a corrective plan; Billed Services and Service Levels.

Billed Services: Our corrective plan of action involved an implementation of a policy effective July 2, 2007 on the accuracy of reporting working hours and billable hours. This policy was created to eliminate discrepancies in timecards and accurate billing reporting. I have attached a copy of this policy for your review.

Service Levels: Our corrective plan of action involved an amendment to our contract deleting Day Rehabilitation Services: Full Day. During FY 05-06 Day Rehabilitation Services were not provided; we submitted a written authorization to delete these services from our contract for FY 2006-07, 2007-08 and 2008-09. On March 19th 2007 an amendment to our contract was

issued to us by DMH stating the deletion of Day Rehabilitation Services. I have attached a copy of this amendment for your review. We will also monitor units of services billed on a monthly basis to ensure contract compliance. This will allow us to keep track of units billed and give us sufficient time to report to DMH and make the changes necessary.

On behalf of our mental health management team we would like to thank you for your support and feedback. Please feel free to contact me if you have any questions (626) 798-7222 ext. 258

Sincerely,

A handwritten signature in black ink, appearing to read 'Miriam Gonzalez', with a stylized, cursive script.

Miriam Gonzalez M.A., MFT

Mental Health Director

Attachments

Cc: Janet Schulman MSW, CEO
David Cusack, CFO
Noemi Vasquez Manager of Contracts

CONTRACTOR'S INTERIM COPY
RETAIN FOR YOUR RECORDS

CONTRACT NO. MH120006

AMENDMENT NO. 4

THIS AMENDMENT is made and entered into this 19th day of March, 2007, by and between the COUNTY OF LOS ANGELES (hereafter "County") and Bienvenidos Children's Center, Inc. (hereafter "Contractor").

WHEREAS, County and Contractor have entered into a written Agreement, dated June 27, 2006, identified as County Agreement No. MH120006, and any subsequent amendments (hereafter collectively "Agreement"); and

WHEREAS, for Fiscal Years 2006-07, 2007-08 and 2008-09, County and Contractor intend to amend Agreement only as described hereunder; and

WHEREAS, for Fiscal Years 2006-07, 2007-08 and 2008-09, County and Contractor intend to amend Agreement to ~~delete~~ Day Treatment Intensive: Full Day, Mode 10, Service Function Code 85-89, and Day Rehabilitation: Full Day, Mode 10, Service Function Code 95-99, from Provider No. 7382; and

WHEREAS, for Fiscal Years 2006-07, 2007-08 and 2008-09, there is no change in the Maximum Contract Amount.

NOW, THEREFORE, County and Contractor agree that Agreement shall be amended only as follows:

1. Financial Summary - 3 for Fiscal Year 2006-07 shall be deleted in its entirety and replaced with Financial Summary - 4 for Fiscal Year 2006-07, attached hereto and incorporated herein by reference. All references in Agreement to

Financial Summary - 3 for Fiscal Year 2006-07 shall be deemed amended to state "Financial Summary - 4 for Fiscal Year 2006-07."

2. Financial Summary - 3 for Fiscal Year 2007-08 shall be deleted in its entirety and replaced with Financial Summary - 4 for Fiscal Year 2007-08, attached hereto and incorporated herein by reference. All references in Agreement to Financial Summary - 3 for Fiscal Year 2007-08 shall be deemed amended to state "Financial Summary - 4 for Fiscal Year 2007-08."
3. Financial Summary - 3 for Fiscal Year 2008-09 shall be deleted in its entirety and replaced with Financial Summary - 4 for Fiscal Year 2008-09, attached hereto and incorporated herein by reference. All references in Agreement to Financial Summary - 3 for Fiscal Year 2008-09 shall be deemed amended to state "Financial Summary - 4 for Fiscal Year 2008-09."
4. Contractor shall provide services in accordance with the Contractor's Fiscal Year 2006-07 Negotiation Package for this Agreement and any addenda thereto approved in writing by Director.
5. Except as provided in this Amendment, all other terms and conditions of the Agreement shall remain in full force and effect.

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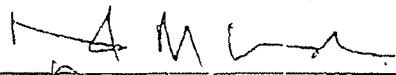
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IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Amendment to be subscribed by County's Director of Mental Health, and Contractor has caused this Amendment to be subscribed in its behalf by its duly authorized officer, the day, month, and year first above written.

COUNTY OF LOS ANGELES

By _____
MARVIN J. SOUTHARD, D.S.W.
Director of Mental Health

Bienvenidos Children's Center, Inc.
CONTRACTOR

By 
Name David M. Cusack
Name Janet Schuman

Title ~~CEO~~ CFO
(AFFIX CORPORATE SEAL HERE)

APPROVED AS TO FORM
OFFICE OF THE COUNTY COUNSEL

APPROVED AS TO CONTRACT
ADMINISTRATION:

DEPARTMENT OF MENTAL HEALTH

By _____
Chief, Contracts Development
and Administration Division

DELETE MODE & SFC AMEND:PEP



Policy/Procedure: Timecards and Billing

Application: ☐ Bienvenidos Mental Health
☒ Bienvenidos Mental Health – Altadena
☒ Bienvenidos Mental Health – Montebello
☒ Bienvenidos Mental Health – Pomona
☒ Bienvenidos Mental Health – FFA Satellite Services

Approved by: Miriam Gonzalez, M.A., MFT
Director of Mental Health Services

Effective Date: 7-1-2007

Signature: _____

In order for mental health staff to be in compliance according to DMH standards it is important to log our working hours and billable hours appropriately. We can no longer have discrepancies in our timecards; billable hours cannot exceed working hours. Clinic managers will do random checks to ensure that mental health staff is in compliance with time cards.